

## VAMC WILMINGTON, DE

1601 Kirkwood Highway  
Wilmington, DE 19805

Phone: 302-994-2511

Fax: 302-633-5591

### Community Based Outpatient Clinics

#### Millsboro VA Outpatient Clinic

214 W. DuPont Highway  
Millsboro, DE 19966  
302-934-7905

#### Millsboro/Seaford (Part of Millsboro)

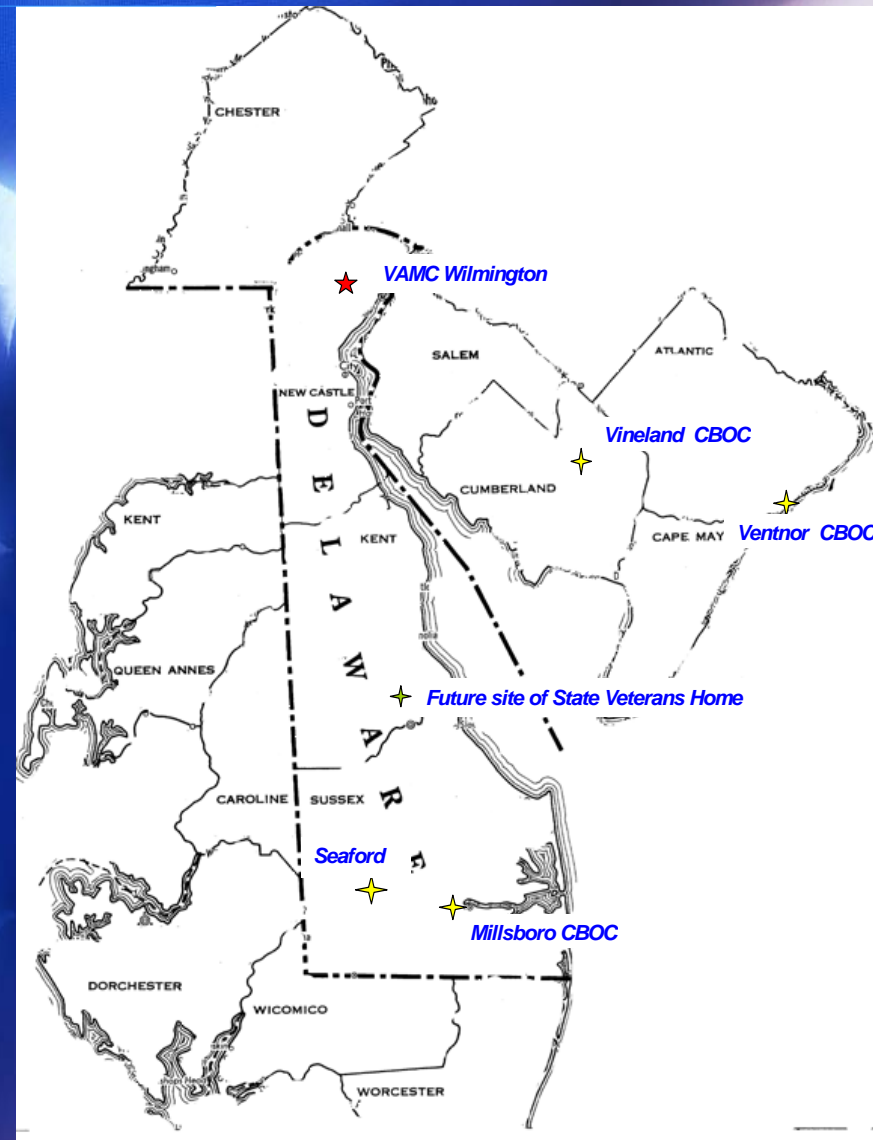
1219 Front St.  
Seaford, DE 19973  
302-628-8324

#### Vineland VA Outpatient Clinic

New Jersey Memorial Home  
524A Northwest Boulevard  
Vineland, NJ 08360  
856-692-2881

#### Ventnor VA Outpatient Clinic

6601 Ventnor Ave.  
Suite 302  
Ventnor, NJ 08406  
609-823-3122



*The VA Medical Center, Wilmington, Delaware is comprised of a 58 bed acute care hospital, a 60 bed Nursing Home Care Unit and three Community Based Outpatient Clinics (CBOC's) located in Ventnor, New Jersey, Vineland, New Jersey, and Millsboro, Delaware. Also on our campus is a Regional Office of the Veterans Benefit Administration.*

# VA Medical Center Wilmington, Delaware



# ANNUAL REPORT 2005

**Putting Veterans First  
in Delaware**





## A Message from the Director



Fiscal Year 2005 was a busy and exciting year. We completed some projects and paved the way for an equally busy 2006.

We ended the fiscal year within our budget with a small amount to carry into 2006. Again, enrollment increased bringing us to 23,750 unique veterans served in over 171,000 outpatient visits and 2,600 admissions. We completed a large electrical project that will improve our aging infrastructure.

Wilmington was a high scorer on our performance measures. We made great strides in helping our veterans control their blood pressure. Wilmington was 2<sup>nd</sup> in the VISN with 85.5% of our patients maintaining a blood pressure less than 140/90. Our patient satisfaction scores are among the highest in the VISN. Our scores on courtesy reached 93% by inpatients and 99% by outpatients. This outstanding care is being recognized by those outside VA. As noted in the July 2005 *US News & World Report* article, VA had substantially better quality of care than other providers in 350 indicators of quality.

I am proud of our team which has achieved such heights and continues to do better each year. Thanks to all our staff, service organizations, volunteers, and families that help us to provide top notch care to our veterans every day. We are truly a team.

RICHARD S. CITRON  
Director

### Our Mission

Our mission is to provide quality benefit service and quality patient care and health services to veterans and their families and to serve as a quality teaching healthcare organization.

### Our Vision

We envision ourselves as a recognized leader in providing excellence in the continuum of care and education as well as being and a provider of choice for veterans in the community. We will foster an environment of mutual respect for patients and employees, which promotes growth and encourages achievement of highest potential.

### Our Values

*Trust*

*Compassion*

*Respect*

*Commitment*

*Excellence*

## And more...

### Behavioral Health Expansion

Behavioral Health service has expanded to include staff in both Wilmington and southern New Jersey. With a new leader, Dr. Anthony Zaza, the Behavioral Health staff has grown to 22 including new social workers, PTSD therapists, and CWT counselors.



Wilmington VAMC has been accredited for another three years by JCAHO. The unannounced survey team visited the medical center in December, 2005. Congratulations on a job well done!



### QUILTS FOR VETERAN EMPLOYEES

Two of our employees each spent several months in Iraq—Tony Sinibaldi and Sam Kalb. Both received quilts for their service from the National Quilts for Soldiers program. The purpose of the program is to bring comfort to all returning Noble Eagles, Operation Iraqi Freedom, and Operation Enduring Freedom veterans. The presentation was made possible by the Women's Veterans Program.

Improvements in 2005

Technology and more...



The Patient Shuttle started in the late spring. We transport about 35 people per day. The shuttle runs 4 days per week and is dependent on our volunteer drives. We are always looking for more drivers. If interested, please contact Karen Cavanaugh in the Volunteer Office.

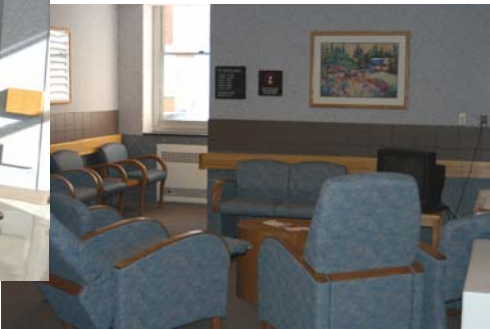


Neptune System Expanded (Above)—We added another collection unit for Neptune, the system used in the operating room for collection of fluids.

This system eliminates the need for human contact when collecting and disposing of bodily fluids, making the environment safer for patients and staff.



Improving patient waiting areas was a priority in 2005. If you get a chance, drop by the Nuclear Medicine area or the OR/ICU waiting area. The OR/ICU area even has lounge chairs for those who stay late into the night to be near their loved ones.



Health Buddy—This new technology (right) allows us to follow a patient's progress at home and helps alert us to health changes. It may prevent the need for hospitalization.



REPORT CARD

Quality CLINICAL PRACTICE GUIDELINES  
Wilmington tracks its performance in six diagnostic categories:

Cancer	EXCEPTIONAL
Cardiovascular	EXCEPTIONAL
Endocrine	EXCEPTIONAL
Tobacco	UNSUCCESSFUL
Infectious Disease	FULLY SUCCESSFUL
Long Term Care	EXCEPTIONAL

Satisfaction Survey of Healthcare Experiences of Patients  
Our patients were asked how they felt about their care.

	Wilmington	VA National
OUTPATIENT		
Access	81%	81%
Continuity of Care	82%	77%
Courtesy	99%	95%
Education & Information	76%	73%
Emotional Support	85%	83%
Overall Coordination	79%	75%
Pharmacy Mailed	85%	82%
Pharmacy Pick-up	65%	65%
Preferences	84%	82%
Specialist Care	81%	80%
Visit Coordination	90%	85%
INPATIENT		
Access	88%	81%
Coordination of Care	82%	78%
Courtesy	93%	89%
Education & Information	69%	67%
Emotional Support	67%	65%
Family Involvement	76%	75%
Physical Comfort	88%	83%
Preferences	76%	74%
Transition	75%	70%



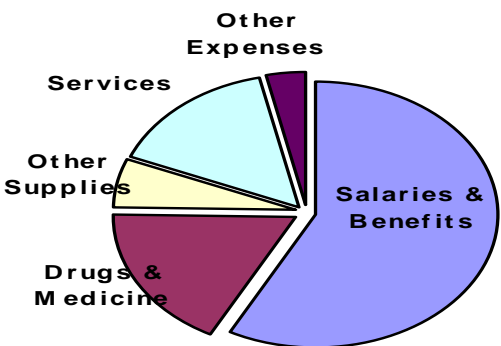
REPORT CARD—FINANCIALS/STATISTICS

TOTAL Medical Appropriation and MCCF .... \$89,184,600

OPERATING EXPENSES

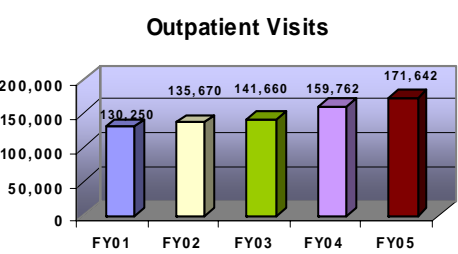
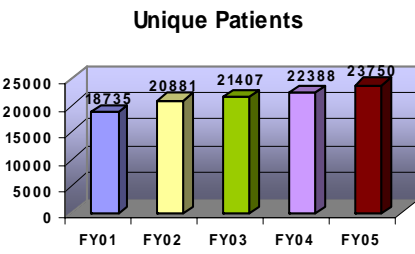
Salaries & Benefits	\$52,209,320
Drugs & Medicine	\$15,753,000
Other Supplies	\$5,576,520
Services	\$12,330,930
Other Expenses	\$3,314,840
TOTAL OPERATING EXPENSES	\$89,184,600

MCCF Collections:	\$6,322,700
LTC Collection:	\$19,350



Workload

	Hospital	Nursing Home Care Unit	TOTAL
Operating Beds	58	60	118
Admissions	2,504	183	2,687
Patient Days	15,662	19,734	35,397
Average Daily Census	42.9	54.1	97
Number of Inpatients Treated			2,489
Outpatient Visits			171,642
Millsboro			6,994
Ventnor			4,986
Vineland			7,258

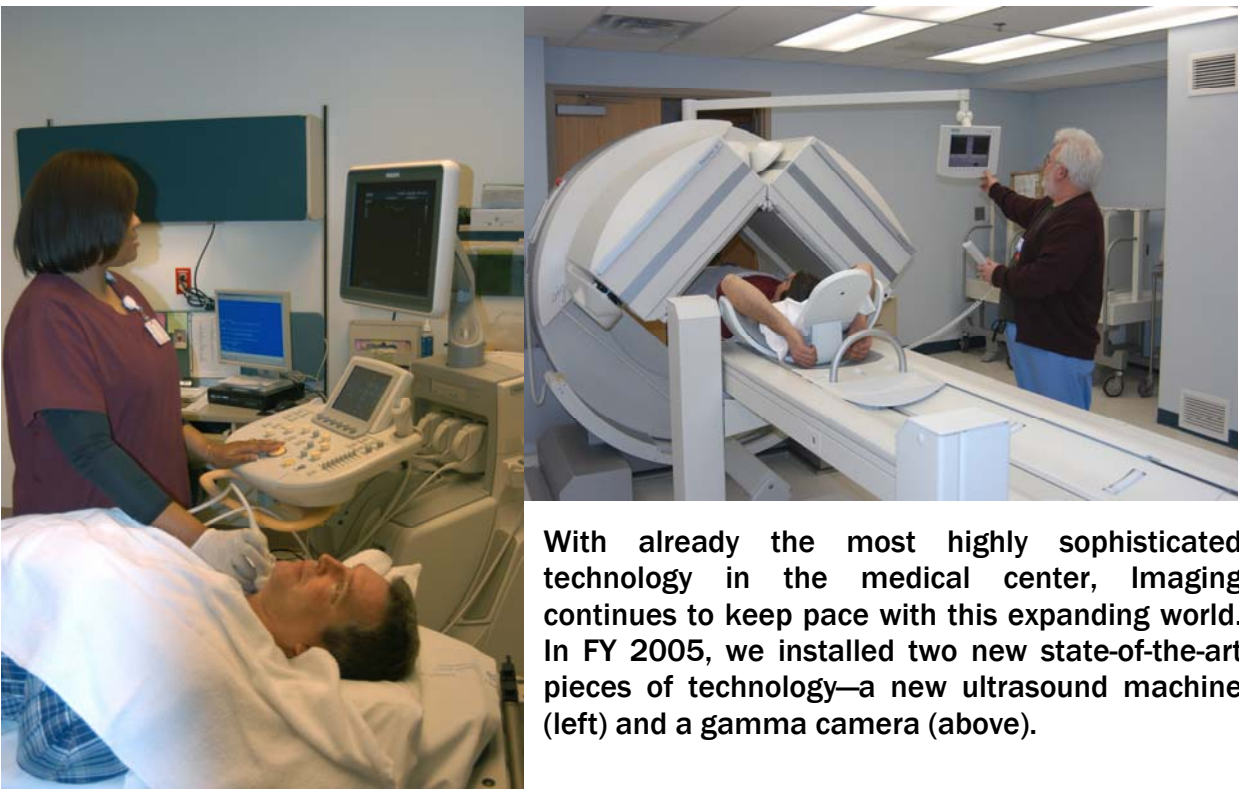


Improvements in 2005

TECHNOLOGY



New Medication Carts used with unit dose and Bar Code Medication Administration (BCMS) were placed in the NHCU. In FY 2006, we plan to replace the medication carts on the acute care units.



With already the most highly sophisticated technology in the medical center, Imaging continues to keep pace with this expanding world. In FY 2005, we installed two new state-of-the-art pieces of technology—a new ultrasound machine (left) and a gamma camera (above).